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Report of the Committee on Information

Thirty-seventh session
(27 April-8 May 2015)

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Chapter I
Introduction

1. In its resolution 34/182, the General Assembly decided to maintain the Committee to Review United Nations Public Information Policies and Activities, established by its resolution 33/115 C, which would be known as the Committee on Information, and to increase its membership from 41 to 66. In section I, paragraph 2, of resolution 34/182, the Assembly requested the Committee:

(a) To continue to examine United Nations public information policies and activities, in the light of the evolution of international relations, particularly during the past two decades, and of the imperatives of the establishment of the new international economic order and of a new world information and communication order;

(b) To evaluate and follow up the efforts made and the progress achieved by the United Nations system in the field of information and communications;

(c) To promote the establishment of a new, more just and more effective world information and communication order intended to strengthen peace and international understanding and based on the free circulation and wider and better balanced dissemination of information and to make recommendations thereon to the General Assembly.

The Assembly also requested the Committee and the Secretary-General to report to it at its thirty-fifth session.

2. The General Assembly, since its thirty-sixth session, has taken note of the reports of the Committee and adopted consensus resolutions, the most recent of which being resolutions 69/96 A and B.

3. Currently, the Committee is composed of the following States:

Algeria
Angola
Antigua and Barbuda
Argentina
Armenia
Austria
Azerbaijan
Bangladesh
Belarus
Belgium
Belize
Benin
Brazil
Bulgaria
Burkina Faso
Burundi
Cabo Verde
Chile
China
Colombia
Congo
Costa Rica
Côte d'Ivoire
Croatia
Cuba
Cyprus

Czech Republic
Democratic People's Republic of Korea
Democratic Republic of the Congo
Denmark
Dominican Republic
Ecuador
Egypt
El Salvador
Ethiopia
Finland
France
Gabon
Georgia
Germany
Ghana
Greece
Guatemala
Guinea
Guyana
Hungary
Iceland
India
Indonesia
Iran (Islamic Republic of)
Iraq
Ireland
Israel
Italy
Jamaica
Japan
Jordan
Kazakhstan
Kenya
Lebanon
Liberia
Libya
Luxembourg
Madagascar
Malta
Mexico
Monaco
Mongolia
Morocco
Mozambique
Nepal
Netherlands
Niger
Nigeria
Oman
Pakistan
Peru
Philippines
Poland
Portugal
Qatar
Republic of Korea
Republic of Moldova
Romania
Russian Federation
Saint Vincent and the Grenadines
Saudi Arabia
Senegal
Sierra Leone
Singapore
Slovakia
Solomon Islands
Somalia
South Africa

Spain

Sri Lanka

Sudan

Suriname

Switzerland

Syrian Arab Republic

Thailand

Togo

Trinidad and Tobago

Tunisia

Turkey

Ukraine

United Kingdom of Great Britain and Northern Ireland

United Republic of Tanzania

United States of America

Uruguay

Venezuela (Bolivarian Republic of)

Viet Nam

Yemen

Zambia

Zimbabwe

Chapter II
Organizational questions

A. Opening of the session

4. The organizational meeting of the thirty-seventh session of the Committee was held on 27 April 2015 at Headquarters. The session was opened by the Chair of the Committee, Lyutha Al-Mughairy (Oman).

B. Election of officers

5. In accordance with the principle of geographical rotation, the Committee held elections for a new Bureau for a two-year term. The following officers for the Committee for the period 2015-2017 were elected by acclamation:

Chair:
Kaha Imnadze (Georgia)

Vice-Chairs:
Carla Esperanza Rivera Sánchez (El Salvador)
Giovanni Davoli (Italy)
Chibaula David Silwamba (Zambia)

Rapporteur:
Hossein Maleki (Islamic Republic of Iran)

C. Adoption of the agenda and programme of work

6. At its organizational meeting, on 27 April, the Committee adopted the following agenda and programme of work (A/AC.198/2015/1):

1. Opening of the session.
2. Election of officers.
3. Adoption of the agenda and programme of work.
4. Admission of new members.
5. Statement by the Chair.
6. Statement by the Under-Secretary-General for Communications and Public Information.
7. General debate.
8. Consideration of reports submitted by the Secretary-General.
9. Open-ended working group of the Committee on Information.
10. Consideration and adoption of the report of the Committee to the General Assembly at its seventieth session.

7. The Committee held its general debate on 27 and 28 April 2015. On the afternoon of 29 April, the Department of Public Information, led by the Under-

Secretary-General for Communications and Public Information, held an interactive dialogue with member States.

8. For its consideration of agenda item 8, the Committee had before it the following reports of the Secretary-General on the activities of the Department of Public Information:

(a) Strategic communications services (A/AC.198/2015/2);

(b) News services (A/AC.198/2015/3);

(c) Outreach and knowledge services (A/AC.198/2015/4).

D. Observers

9. Paraguay participated in the session as an observer, as did the Holy See, the State of Palestine, the European Union, the International Organization of la Francophonie and the United Nations Educational, Scientific and Cultural Organization.

Chapter III
General debate

10. Statements in the general debate were made by the following States: South Africa (on behalf of the Group of 77 and China), Ecuador (on behalf of the Community of Latin American and Caribbean States), Guatemala (on behalf of the Group of Friends of Spanish at the United Nations and subsequently in its national capacity), Egypt, Morocco, the Russian Federation, El Salvador, the United States of America, Argentina, Japan, China, India, Burkina Faso, Portugal, Pakistan, Belarus, Colombia, the Democratic People's Republic of Korea, Cuba, Ukraine, Senegal, Nigeria, Mexico, Israel, the Bolivarian Republic of Venezuela, the Republic of Korea, Thailand, Libya, the Islamic Republic of Iran, Brazil, Costa Rica and the United Republic of Tanzania. The Committee also heard statements by the following observers: the European Union, the State of Palestine and the International Organization of la Francophonie.

11. The general debate was preceded by statements by the outgoing Chair of the Committee, Lyutha Al-Mughairy, and the newly elected Chair, Kaha Imnadze. The Under-Secretary-General for Communications and Public Information also made a statement and responded to questions and comments.

12. Paraguay submitted an application to become a member of the Committee and was welcomed by the Chair as an observer for 2015.

13. In considering the substantive issues before the Committee, representatives highlighted the integral role that the United Nations, as the world's only universal multilateral organization, played in global affairs, including in the important areas of peace, security, the promotion and protection of human rights and sustainable development. They stressed, therefore, that the function of the Department of Public Information as the primary voice of and means of dissemination of information about the United Nations to the world was of utmost importance. Representatives pointed out that the Organization's workload was constantly expanding as it strove to tackle new emergencies and ongoing issues. That meant that the need for the Department to reach a global audience in local languages on a wide range of issues was also growing. Representatives, recognizing that the Department faced a challenging task in fostering a better understanding of the work and objectives of the United Nations, commended it on its work to cover such a wide variety of issues that were of great importance and interest to the international community.

14. Many representatives expressed their full support for the Department in its work in disseminating the ideals and values of the United Nations and information on the work of the Organization through its continued campaigns on issues of importance to the international community, including the post-2015 development agenda, decolonization, peacekeeping, disarmament, human rights, sustainable development, poverty eradication and climate change. One representative, speaking on behalf of a group of countries, pointed out that 2015 was a landmark year in the history of the United Nations in which significant decisions would be taken, including the adoption of the post-2015 development agenda, and encouraged the Department to continue to help to increase awareness and understanding of those issues.

15. Many representatives focused on multilingualism in the work of the Department, including the use of the six official languages across social and new

media platforms. One, speaking on behalf of a group of countries, welcomed the Department's efforts to mainstream multilingualism into all communication and information activities, noting that multilingualism was a priority because it was essential for communicating the actions of the United Nations to people around the world and was key to achieving accountability, transparency, ownership and sustainability in relation to those actions. Multilingualism was also vital in an effective multilateral system and the extraordinary language diversity of United Nations staff could be an asset in fulfilling the Department's mandate effectively.

16. Another representative, speaking on behalf of a group of countries, also emphasized the importance of linguistic parity in reaching as broad an audience as possible, including to garner support for the work of the Organization globally. He noted that issues such as peace, security, development, HIV/AIDS, the Millennium Development Goals, the post-2015 development agenda and dialogue among civilizations were of concern to people worldwide, meaning that there was a need to communicate information in all official languages to raise awareness of those subjects. He commended the Department's important role in efforts to combat the Ebola epidemic in West Africa, a sentiment that was echoed by several other representatives. Several representatives voiced concern about the fact that daily press releases were not issued in all official languages, a situation that made it difficult to follow the work of United Nations bodies in a timely fashion and contributed to inaccessibility and a lack of transparency.

17. While most representatives acknowledged that there was a need for multilingualism to be mainstreamed in the work of the Organization, many also called for that work to be accomplished in a cost-neutral manner, using existing resources. One noted that language included in the draft resolution discussed at the sixty-ninth session of the General Assembly had resulted in an unexpected request for additional budgetary resources of $13.8 million to expand multilingualism, expressing the hope that that situation would not be repeated.

18. One representative, speaking on behalf of a group of countries, pointed out that in developing countries traditional media remained the primary vehicles for the dissemination of information on the Organization's work. He encouraged the establishment of broader contacts with media outlets in developing countries to expand the Department's reach. Several other representatives echoed that sentiment, with one, speaking on behalf of a group of countries, noting that there continued to be a digital divide between developed and developing countries.

19. All representatives who spoke praised the work of the United Nations information centres as the voice of the Organization to the world. The network of centres played a vital role in mobilizing support for the work of the Organization and served as an important link between people and the policies and activities undertaken by the United Nations by facilitating knowledge about the work of the Organization. The centres also were instrumental in building and maintaining the credibility and relevance of the Organization because they provided important information in local languages to local audiences. One representative noted that the centres, especially in developing countries, played a significant role not only in disseminating information about the United Nations, but also in enhancing its image among populations. The centres were a vital source of information for local populations and key contributors to raising public awareness of internationally agreed goals contained in General Assembly resolutions. It was therefore important

to strengthen their capacity by allocating adequate financial resources to enable them to fulfil their responsibilities effectively. The establishment of an information centre in the Republic of Korea was proposed.

20. One representative, speaking on behalf of a group of countries, emphasized the importance of disseminating information and promoting the "World against Violence and Extremism" initiative and the culture of dialogue among civilizations across the world through various means, including seminars.

21. Several representatives voiced concern over the potential for the politicization of public information and the possible inappropriate use of information and communications technology to interfere in the internal affairs of sovereign States and destabilize countries and regions. Several representatives also raised the issue of modern communications technology being used to infringe upon citizens' right to privacy in contravention of the principles of the Charter of the United Nations, the Universal Declaration of Human Rights and the International Covenant on Civil and Political Rights. One representative noted that that technology should be used to promote peace, sustainable development, cooperation, solidarity and human rights.

22. A number of representatives applauded the Department's commemoration of the seventieth anniversary of the founding of the United Nations. One pointed out that the publicity surrounding the anniversary afforded an opportunity for the Organization to promote its work more extensively and comprehensively and raise the awareness of the international community of the many areas that it covered. Another suggested that the anniversary was an occasion for Member States to highlight the work of the Organization, listing activities undertaken by his country to that end, including concerts, symposiums, conferences and commemorative ceremonies. A third representative said that the anniversary was an opportunity to reflect on the record of the United Nations and assess the challenges ahead.

23. Numerous representatives praised the work of the United Nations Academic Impact, noting that it was, with its focus on disseminating information about the Organization to university students worldwide, a successful example of the Department's global outreach. Representatives also expressed appreciation for its efforts to strengthen and expand those partnerships with institutions of higher learning and increase the number of schools in its global network.

24. A number of representatives expressed strong support for the Department's special information programme on the question of Palestine, noting that it helped to raise awareness of the inalienable rights of the Palestinian people. A few representatives also commended the Department on its training programme for Palestinian journalists.

25. Several representatives commended the work of the Office of the Envoy of the Secretary-General on Youth, observing that it reflected the growing importance of youth-related activities in the outreach of the Department and the emphasis that the Department placed on the education and empowerment of young people to face contemporary challenges. One representative stressed the importance of strengthening the voices of young people as a way of combating violent extremism and suggested that the Department could contribute to the process by promoting a culture of peace, tolerance and mutual respect in its youth programmes. Another representative noted that 2015 marked the twentieth anniversary of the World Programme of Action for Youth.

26. A number of representatives commended the work of the Dag Hammarskjöld Library, in particular its efforts to digitize files and to make the guide to the United Nations available in the official languages.

27. Responding to comments and queries, the Under-Secretary-General for Communications and Public Information emphasized the Department's commitment to multilingualism, saying that it was factored into all planning and decision-making to ensure that the Department reached as broad an audience as possible. Both social media and traditional means of communication were integral to ensuring that all members of the global family could hear about and be part of the work of the United Nations. She stressed the importance of the staff of the United Nations information centres, who were at the very front line in reaching out across the digital divide and furthering the multilingual agenda to which the Organization was committed. In addition, she noted the digitization by the Dag Hammarskjöld Library of 300,000 documents containing some 3 million pages, accessible online in all official languages, in addition to the 100,000 documents digitized by the United Nations Office at Geneva Library. An estimated 17 million documents remained to be digitized, of which 4 million, considered of particular importance, were the current focus of the digitization project.

Chapter IV

Consideration and adoption of the report of the Committee to the General Assembly at its seventieth session

28. At its 5th plenary meeting, the Committee on Information proceeded to adopt its draft report, including two draft resolutions, by consensus. A text submitted by the Group of 77 and China formed the basis for negotiation of the draft resolutions, which involved two negotiating groups, the Group of 77 and China and the European Union, as well as other member States.

Questions relating to information

Draft resolution A
Information in the service of humanity

The General Assembly,

Taking note of the comprehensive and important report of the Committee on Information,[1]

Taking note also of the report of the Secretary-General,[2]

Urges all countries, organizations of the United Nations system as a whole and all others concerned, reaffirming their commitment to the principles of the Charter of the United Nations and to the principles of freedom of the press and freedom of information, as well as to those of the independence, pluralism and diversity of the media, deeply concerned by the disparities existing between developed and developing countries and the consequences of every kind arising from those disparities that affect the capability of the public, private or other media and individuals in developing countries to disseminate information and communicate their views and their cultural and ethical values through endogenous cultural production, as well as to ensure the diversity of sources and their free access to information, and recognizing the call in this context for what in the United Nations and at various international forums has been termed "a new world information and communication order, seen as an evolving and continuous process":

(a) To cooperate and interact with a view to reducing existing disparities in information flows at all levels by increasing assistance for the development of communications infrastructures and capabilities in developing countries, with due regard for their needs and the priorities attached to such areas by those countries, and in order to enable them and the public, private or other media in developing countries to develop their own information and communications policies freely and independently and increase the participation of media and individuals in the communication process, and to ensure a free flow of information at all levels;

(b) To ensure for journalists the free and effective performance of their professional tasks and condemn resolutely all attacks against them;

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[1] *Official Records of the General Assembly, Seventieth Session, Supplement No. 21* (A/70/21).

[2] A/70/____.

(c) To provide support for the continuation and strengthening of practical training programmes for broadcasters and journalists from public, private and other media in developing countries;

(d) To enhance regional efforts and cooperation among developing countries, as well as cooperation between developed and developing countries, to strengthen communications capacities and to improve the media infrastructure and communications technology in developing countries, especially in the areas of training and dissemination of information;

(e) To aim at, in addition to bilateral cooperation, providing all possible support and assistance to developing countries and their media, public, private or other, with due regard to their interests and needs in the field of information and to action already adopted within the United Nations system, including:

(i) The development of the human and technical resources that are indispensable for the improvement of information and communications systems in developing countries and support for the continuation and strengthening of practical training programmes, such as those already operating under both public and private auspices throughout the developing world;

(ii) The creation of conditions that will enable developing countries and their media, public, private or other, to have, by using their national and regional resources, the communications technology suited to their national needs, as well as the necessary programme material, especially for radio and television broadcasting;

(iii) Assistance in establishing and promoting telecommunication links at the subregional, regional and interregional levels, especially among developing countries;

(iv) The facilitation, as appropriate, of access by developing countries to advanced communications technology available on the open market;

(f) To provide full support for the International Programme for the Development of Communication of the United Nations Educational, Scientific and Cultural Organization, which should support both public and private media.

Draft resolution B
United Nations public information policies and activities

The General Assembly,

Emphasizing that the Committee on Information is its main subsidiary body mandated to make recommendations to it relating to the work of the Department of Public Information of the Secretariat,

Reaffirming its resolution 13 (I) of 13 February 1946, in which the General Assembly established the Department of Public Information, with a view to promoting to the greatest possible extent an informed understanding of the work and purposes of the United Nations among the peoples of the world, and all other relevant resolutions of the Assembly related to the activities of the Department,

Emphasizing that the contents of public information and communications should be placed at the heart of the strategic management of the United Nations and that a culture of communications and transparency should permeate all levels of the Organization as a means of fully informing the peoples of the world of the aims and activities of the United Nations, in accordance with the purposes and principles enshrined in the Charter of the United Nations, in order to create broad-based global support for the United Nations,

Stressing that the primary mission of the Department of Public Information is to provide, through its outreach activities, accurate, impartial, comprehensive, balanced, timely, relevant and multilingual information to the public on the tasks and responsibilities of the United Nations in order to strengthen international support for the activities of the Organization with the greatest transparency,

Recalling its resolutions 69/96 A and B of 5 December 2014, which provided an opportunity to take due steps to enhance the efficiency and effectiveness of the Department of Public Information and to maximize the use of its resources,

Expressing its concern that the gap in information and communications technology between the developed and the developing countries has continued to widen and that vast segments of the population in developing countries are not benefiting from the information and communications technologies that are currently available, and in this regard underlining the necessity of rectifying the imbalances in the present development of and access to information and communications technologies in order to create a more just, equitable, accessible and effective environment in this regard,

Recognizing that developments in information and communications technologies open vast new opportunities for economic growth and social development and can play an important role in the eradication of poverty in developing countries, and at the same time emphasizing that the development of these technologies poses challenges and risks and could lead to the further widening of disparities between and within countries,

Recalling its resolution 67/292 of 24 July 2013 on multilingualism, and emphasizing the importance of making appropriate use of all the official languages of the United Nations in all the activities of the Department of Public Information, including in coordination with other departments of the Secretariat, with the aim of eliminating the disparity between the use of English and the use of the five other official languages, as well as the importance of ensuring the full and equitable treatment of all the official languages of the United Nations in all the activities of the Department,

I
Introduction

1. *Requests* the Secretary-General, in respect of the public information policies and activities of the United Nations, to continue to implement fully the recommendations contained in relevant resolutions;

2. *Reaffirms* that the United Nations remains the indispensable foundation of a peaceful and just world and that its voice must be heard in a clear and effective manner, and emphasizes the essential role of the Department of Public Information of the Secretariat in this context;

3. *Stresses* the importance of the provision of clear, timely, accurate and comprehensive information by the Secretariat to Member States, upon their request, within the framework of existing mandates and procedures;

4. *Also stresses* that Member States should abstain from using information and communications technologies in contravention of international law, including the Charter of the United Nations;

5. *Reaffirms* the central role of the Committee on Information in United Nations public information policies and activities, including the prioritization of those activities, and decides that recommendations relating to the programme of the Department of Public Information shall originate, to the extent possible, in the Committee and shall be considered by the Committee;

6. *Requests* the Department of Public Information, following the priorities set out by the General Assembly in its resolution 69/17 of 18 November 2014, and recalling the United Nations Millennium Declaration[3] and the 2005 World Summit Outcome,[4] to pay particular attention to peace and security, development and human rights and to major issues such as the eradication of poverty, including the global food crisis, conflict prevention, sustainable development, the HIV/AIDS epidemic, the Ebola outbreak, disarmament, including nuclear disarmament and nuclear non-proliferation, combating terrorism in all its forms and manifestations and the needs of the African continent;

7. *Requests* the Department of Public Information and its network of United Nations information centres to pay particular attention to progress in implementing the internationally agreed development goals, including those contained in the Millennium Declaration, the discussions on the post-2015 development agenda, including on the elaboration of sustainable development goals, and the outcomes of the major related United Nations summits and conferences in carrying out its activities, and calls upon the Department to play an active role in raising public awareness of the after-effects and ongoing adverse impacts of the world financial and economic crisis and its impact on development, including the achievement of the Millennium Development Goals, financing for development, and the discussion of options for a facilitation mechanism that promotes the development, transfer and dissemination of clean and environmentally sound technologies, and of the global challenge of climate change, in particular the actions taken in accordance with the objective, principles and provisions of the United Nations Framework Convention on Climate Change,[5] especially in the context of the principle of common but differentiated responsibilities, particularly in the context of the Conference of the Parties and of the Meetings of the Parties to the Kyoto Protocol;

II
General activities of the Department of Public Information

8. *Takes note* of the reports of the Secretary-General on the activities of the Department of Public Information;[6]

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[3] Resolution 55/2.

[4] Resolution 60/1.

[5] United Nations, *Treaty Series*, vol. 1771, No. 30822.

[6] A/AC.198/2015/2-4.

9. *Requests* the Department of Public Information to maintain its commitment to a culture of evaluation, and to continue to evaluate its products and activities with the objective of enhancing their effectiveness, and to continue to cooperate and coordinate with Member States and the Office of Internal Oversight Services of the Secretariat;

10. *Reaffirms* the importance of more effective coordination between the Department of Public Information and the Office of the Spokesperson for the Secretary-General, and requests the Secretary-General to ensure consistency in the messages of the Organization;

11. *Notes* the efforts of the Department of Public Information to continue to publicize the work and decisions of the General Assembly, and requests the Department to continue to enhance its working relationship with the Office of the President of the General Assembly;

12. *Encourages* continued collaboration between the Department of Public Information and the United Nations Educational, Scientific and Cultural Organization in the promotion of culture and in the fields of education and communication, bridging the existing gap between the developed and the developing countries;

13. *Notes with appreciation* the efforts of the Department of Public Information to work at the local level with other organizations and bodies of the United Nations system to enhance the coordination of their communications activities, urges the Department to encourage the United Nations Communications Group to promote linguistic diversity in its work, and reiterates its request to the Secretary-General to report to the Committee on Information at its thirty-eighth session on progress achieved in this regard;

14. *Reaffirms* that the Department of Public Information must prioritize its work programme, while respecting existing mandates and in line with regulation 5.6 of the Regulations and Rules Governing Programme Planning, the Programme Aspects of the Budget, the Monitoring of Implementation and the Methods of Evaluation,[7] to focus its message and better concentrate its efforts and to match its programmes with the needs of its target audiences, including the linguistic dimension, on the basis of improved feedback and evaluation mechanisms;

15. *Requests* the Secretary-General to continue to exert all efforts to ensure that publications and other information services of the Secretariat, including the United Nations website and the United Nations News Service, contain comprehensive, balanced, objective and equitable information in all official languages about the issues before the Organization and that they maintain editorial independence, impartiality, accuracy and full consistency with resolutions and decisions of the General Assembly;

16. *Underlines* the critical need to address violations of the relevant international rules and regulations that govern the area of broadcasting, including television, radio and satellite broadcasting, in the most appropriate manner;

17. *Reiterates its request* to the Department of Public Information and content-providing offices of the Secretariat to ensure that United Nations

[7] ST/SGB/2000/8.

publications are produced in all six official languages, as well as in an environmentally friendly and cost-neutral manner, and to continue to coordinate closely with all other entities, including all other departments of the Secretariat and funds and programmes of the United Nations system, within their respective mandates, in order to avoid duplication in the issuance of United Nations publications;

18. *Encourages*, in this regard, the Department of Public Information and the Department for General Assembly and Conference Management of the Secretariat to consult on opportunities for merging their publishing activities and to develop new collaborative arrangements to enhance multilingualism in other outputs in a cost-neutral manner, bearing in mind the importance of ensuring the full and equitable treatment of all the official languages of the United Nations, and to report thereon to the Committee on Information at its thirty-eighth session;

19. *Emphasizes* that the Department of Public Information should maintain and improve its activities in the areas of special interest to developing countries and, where appropriate, other countries with special needs, and that the activities of the Department should contribute to bridging the existing gap between the developing and the developed countries in the crucial field of public information and communications;

20. *Reiterates its growing concern* that the issuance of daily press releases has not been expanded to all official languages, as requested in previous resolutions and in full respect of the principle of parity of all six official languages, recalls the report of the Secretary-General on the activities of the Department of Public Information,[8] and requests the Department, as a matter of priority, to design a strategy to deliver daily press releases in all six official languages through creative schemes, in a cost-neutral manner and in accordance with the relevant General Assembly resolutions, at the latest by the thirty-eighth session of the Committee on Information, and to report thereon to the Committee at that session;

Multilingualism and public information

21. *Underlines* the responsibility of the Secretariat in mainstreaming multilingualism into all its communication and information activities, within existing resources on an equitable basis, calls upon the Department of Public Information to continue to work with the Coordinator for Multilingualism on best practices throughout the Secretariat to fulfil this responsibility, and requests the Secretary-General to report on such best practices and their implementation in his upcoming report to the Committee on Information;

22. *Emphasizes* the importance of making use of all the official languages of the United Nations, ensuring their full and equitable treatment in all the activities of all divisions and offices of the Department of Public Information with the aim of eliminating the disparity between the use of English and the use of the five other official languages, in this regard reaffirms its request that the Secretary-General ensure that the Department has the necessary capacity in all the official languages to undertake all of its activities, and requests that this aspect be included in future programme budget proposals for the Department, bearing in mind the principle of

[8] A/AC.198/2015/3.

parity of all six official languages, while respecting the workload in each official language;

23. *Welcomes* the ongoing efforts of the Department of Public Information to enhance multilingualism in all its activities, stresses the importance of ensuring that the texts of all new public United Nations documents in all six official languages, information materials and all older United Nations documents are made available through the United Nations websites and are accessible to Member States without delay, and further stresses the importance of fully implementing its resolution 67/292;

24. *Encourages* the Department of Public Information to continue to use other languages in addition to the official languages, when appropriate, according to the target audience, with a view to reaching the widest possible spectrum of audiences and extending the United Nations message to all corners of the world in order to strengthen international support for the activities of the Organization;

25. *Notes* the proposal by the Chair of the Committee on Information to establish a group of friends of the Chair on multilingualism;

Bridging the digital divide

26. *Requests* the Department of Public Information to contribute to raising the awareness of the international community of the importance of the implementation of the outcome documents of the World Summit on the Information Society[9] and of the possibilities that the use of the Internet and other information and communications technologies can bring to societies and economies, as well as of ways to bridge the digital divide, including by commemorating World Telecommunication and Information Society Day on 17 May;

Network of United Nations information centres

27. *Emphasizes* the importance of the network of United Nations information centres in enhancing the public image of the United Nations, in disseminating messages on the United Nations to local populations, especially in developing countries, bearing in mind that information in local languages has the strongest impact on local populations, and in mobilizing support for the work of the United Nations at the local level;

28. *Welcomes* the work done by the network of United Nations information centres, including the United Nations Regional Information Centre, in favour of the publication of United Nations information materials and the translation of important documents into languages other than the official languages of the United Nations, encourages information centres to continue their important multilingual activities in the interactive and proactive aspects of their work and to develop web pages in local languages, and the Department of Public Information to provide the necessary resources and technical facilities, with a view to reaching the widest possible spectrum of audiences and extending the United Nations message to all corners of the world in order to strengthen international support for the activities of the Organization, and encourages the continuation of efforts in this regard;

[9] See A/C.2/59/3 and A/60/687.

29. *Stresses* the importance of rationalizing the network of United Nations information centres, and in this regard requests the Secretary-General to continue to make proposals in this direction, including through the redeployment of resources where necessary, and to report to the Committee on Information at its successive sessions;

30. *Reaffirms* that the rationalization of United Nations information centres must be carried out on a case-by-case basis in consultation with all concerned Member States in which existing information centres are located, the countries served by those information centres and other interested countries in the region, taking into consideration the distinctive characteristics of each region;

31. *Recognizes* that the network of United Nations information centres, especially in developing countries, should continue to enhance its impact and activities, including through strategic communications support, and calls upon the Secretary-General to report on the implementation of this approach to the Committee on Information at its successive sessions;

32. *Requests* the Department of Public Information, through the United Nations information centres, to strengthen its cooperation with all other United Nations entities at the country level and in the context of the United Nations Development Assistance Framework, in order to enhance coherence in communications and to avoid duplication of work;

33. *Stresses* the importance of taking into account the special needs and requirements of developing countries in the field of information and communications technology for the effective flow of information in those countries;

34. *Also stresses* the importance of efforts to strengthen the outreach activities of the United Nations to those Member States remaining outside the network of United Nations information centres, and encourages the Secretary-General, within the context of rationalization, to extend the services of the network of information centres to those Member States;

35. *Further stresses* that the Department of Public Information should continue to review the allocation of both staff and financial resources to the United Nations information centres in developing countries, taking into account the specific needs of the least developed countries;

36. *Welcomes* the support of some Member States, including developing countries, in offering, inter alia, rent-free premises for the United Nations information centres because of lack of funding, bearing in mind that such support should not be a substitute for the full allocation of financial resources for the information centres in the context of the programme budget of the United Nations;

37. *Notes* the concern of many Member States regarding the measures taken by the Secretariat in relation to the information centres in Mexico City, Pretoria and Rio de Janeiro, Brazil, expresses the hope that these measures will not have an adverse impact on the ability of the centres to act as bridges between the United Nations and local audiences, and therefore requests the Secretary-General to report on the impact of these measures and to explore ways to strengthen the United Nations information centres in Cairo, Mexico City, Pretoria and Rio de Janeiro, keeping in mind the need to do so within existing resources, and encourages the

Secretary-General to explore the strengthening of other centres, especially in Africa, in cooperation with the Member States concerned and in a cost-neutral manner;

38. *Recalls* its resolution 64/243 of 24 December 2009, in which the General Assembly requested the Secretary-General to establish a United Nations information centre in Luanda as a contribution towards addressing the needs of Portuguese-speaking African countries, reiterates its request to the Secretary-General, in coordination with the Government of Angola, to take the measures necessary for the prompt establishment of the information centre, and requests the Secretary-General to report to the Committee on Information at its thirty-eighth session on the progress made in this regard;

39. *Takes note with appreciation* of the offer made by the Government of the Republic of Korea to host a United Nations information centre, and requests the Secretary-General to report to the Committee on Information at its thirty-eighth session on the feasibility of the acceptance of such an offer in a cost-effective manner;

III

Strategic communications services

40. *Reaffirms* the role of the strategic communications services in devising and disseminating United Nations messages by developing communications strategies, with the overall emphasis on multilingualism from the planning stage, in close collaboration with the substantive departments, United Nations funds and programmes and the specialized agencies, in full compliance with their legislative mandates;

Promotional campaigns

41. *Notes with appreciation* the work of the Department of Public Information in promoting, through its campaigns, issues of importance to the international community, such as the United Nations Millennium Declaration and the progress made in implementing the internationally agreed development goals, and discussions on the adoption of the post-2015 development agenda, United Nations reform, the eradication of poverty, conflict prevention, peacekeeping, peacebuilding, sustainable development, culture and development, culture and sustainable development, disarmament, decolonization, human rights, including the rights of women and children, persons with disabilities and migrant workers, strategic coordination in humanitarian relief, especially in natural disasters and other crises, HIV/AIDS, the Ebola outbreak, malaria, tuberculosis, non-communicable diseases and other diseases, the needs of the African continent, the nature of the critical economic and social situation in Africa and the priorities of the New Partnership for Africa's Development,[10] the special needs of the least developed countries, the permanent memorial to the victims of slavery and the transatlantic slave trade, combating terrorism in all its forms and manifestations, dialogue among civilizations, the culture of peace and tolerance and the consequences of the Chernobyl disaster, as well as prevention of genocide, and requests the Department, in cooperation with the countries concerned and with the

[10] A/57/304, annex.

relevant organizations and bodies of the United Nations system, to continue to take appropriate measures to enhance world public awareness of all these issues;

42. *Requests* the Secretariat, especially the Department of Public Information, to contribute to the observance of International Mother Language Day on 21 February, as proclaimed by the General Conference of the United Nations Educational, Scientific and Cultural Organization, the International Day of Remembrance of the Victims of Slavery and the Transatlantic Slave Trade on 25 March, in accordance with its resolution 62/122 of 17 December 2007, Nelson Mandela International Day on 18 July, in accordance with its resolution 64/13 of 10 November 2009, and the International Day of Nowruz on 21 March, in accordance with its resolution 64/253 of 23 February 2010, the International Day for the Total Elimination of Nuclear Weapons on 26 September, in accordance with its resolution 68/32 of 5 November 2013, the International Day of Solidarity with the Palestinian People on 29 November, in accordance with its resolutions 32/40 B of 2 December 1977 and 34/65 B of 29 November 1979, Human Rights Day, on 10 December, in accordance with its resolution 423 (V) of 4 December 1950, and World Press Freedom Day, on 3 May, in accordance with its decision 48/432 of 20 December 1993, and to play a role in raising awareness and promoting these events in a cost-neutral manner, where appropriate;

43. *Requests* the Department of Public Information and its network of United Nations information centres to raise awareness of all high-level meetings mandated by the General Assembly, to widely disseminate information on the third International Conference on Small Island Developing States, held in Apia from 1 to 4 September 2014, including the media coverage already provided for in its resolution 68/238 of 27 December 2013, on the second United Nations Conference on Landlocked Developing Countries, held in Vienna from 3 to 5 November 2014, on the Third United Nations World Conference on Disaster Risk Reduction, held in Sendai, Japan, from 14 to 18 March 2015, in accordance with its resolution 67/209 of 21 December 2012, and on the 2015 Review Conference of the Parties to the Treaty on the Non-Proliferation of Nuclear Weapons, held in New York from 27 April to 22 May 2015, and to continue to promote the processes in follow-up to the United Nations Conference on Sustainable Development, held in Rio de Janeiro from 20 to 22 June 2012,[11] as well as the high-level meeting of the Assembly on the realization of the Millennium Development Goals and other internationally agreed development goals for persons with disabilities, held on 23 September 2013, the high-level meeting of the Assembly on nuclear disarmament, held on 26 September 2013, as well as its follow-up process, the third International Conference on Financing for Development, to be held in Addis Ababa from 13 to 16 July 2015, the United Nations summit for the adoption of the post-2015 development agenda, to be held in New York from 25 to 27 September 2015, the twenty-first session of the Conference of the Parties to the United Nations Framework Convention on Climate Change and the eleventh session of the Conference of the Parties serving as the Meeting of the Parties to the Kyoto Protocol, to be held in Paris from 30 November to 11 December 2015, and the United Nations Conference on Housing and Sustainable Urban Development (Habitat III), to be held in Quito in October 2016 in accordance with its resolution 69/226 of 19 December 2014;

[11] Resolution 66/288, annex.

44. *Recognizes* the effort of the Department of Public Information in promoting the 2015 Review Conference of the Parties to the Treaty on the Non-Proliferation of Nuclear Weapons, and in particular the creation of the relevant website in the six official languages of the Organization, and in this regard encourages the Department to continue this practice in promoting high-level meetings, including through the use of traditional and new media such as social media, as appropriate;

45. *Notes* the fiftieth anniversary of the founding of the Group of 77 and China, and acknowledges the support provided by the Department of Public Information in publicizing within existing resources the summit of Heads of State and Government of the Group of 77 on a new world order for living well, held in Santa Cruz de la Sierra, Plurinational State of Bolivia, on 14 and 15 June 2014;

46. *Requests* the Department of Public Information and its network of United Nations information centres to raise awareness of and disseminate information, in a cost-neutral manner, on the Third International Decade for the Eradication of Colonialism, declared by the General Assembly in its resolution 65/119 of 10 December 2010;

47. *Notes* that 2015 marks the seventieth anniversary of the founding of the United Nations and the end of the Second World War, also notes the work already undertaken by the Secretariat on planning activities in that regard, and requests the Department of Public Information to raise awareness of and disseminate information on this anniversary and to ensure that multilingualism is mainstreamed into those activities, in a cost-neutral manner;

48. *Recalls* its resolutions 68/237 of 23 December 2013 and 69/16 of 18 November 2014 on the International Decade for People of African Descent, and requests the Department of Public Information and its network of United Nations information centres to raise awareness of and disseminate information on the International Decade, in accordance with the programme for the implementation of the International Decade adopted by the General Assembly, in a cost-neutral manner;

49. *Encourages* the Department of Public Information to develop partnerships with the private sector in a cost-neutral manner and to report thereon to the Committee on Information at its thirty-eighth session, and in this regard notes the partnership with airlines that provide to their customers in-flight programmes featuring United Nations activities;

Role of the Department of Public Information in United Nations peacekeeping operations and peacebuilding

50. *Requests* the Secretariat to continue to ensure the active involvement of the Department of Public Information from the planning stage and in all stages of future peacekeeping operations through interdepartmental consultations and coordination with other departments of the Secretariat, in particular with the Department of Peacekeeping Operations and the Department of Field Support;

51. *Requests* the Department of Public Information, the Department of Peacekeeping Operations and the Department of Field Support to continue their cooperation in raising awareness of the new realities, far-reaching successes and challenges faced by peacekeeping operations, especially multidimensional and

complex ones, and the recent surge in United Nations peacekeeping activities, and continues to call upon the three Departments to develop and implement a comprehensive communications strategy on current challenges facing United Nations peacekeeping;

52. *Stresses* the importance of enhancing the public information capacity of the Department of Public Information in the field of peacekeeping operations and its role, in close cooperation with the Department of Peacekeeping Operations and the Department of Field Support, in the process of selecting public information staff for United Nations peacekeeping operations or missions, and in this regard invites the Department of Public Information to second public information staff who have the skills necessary to fulfil the tasks of the operations or missions, taking into account the principle of equitable geographical distribution in accordance with Chapter XV, Article 101, paragraph 3, of the Charter, and to consider views expressed, especially by host countries, when appropriate, in this regard;

53. *Emphasizes* the importance of the peacekeeping gateway on the United Nations website, and requests the Department of Public Information to continue its efforts in supporting the peacekeeping missions to further develop and maintain their websites;

54. *Requests* the Department of Public Information and the Department of Peacekeeping Operations to continue to cooperate in implementing an effective outreach programme to explain the zero-tolerance policy of the Organization regarding sexual exploitation and abuse and to inform the public of the outcome of all such cases involving peacekeeping personnel, including cases where allegations are ultimately found to be legally unproven, and also to inform the public of the adoption by the General Assembly of the United Nations Comprehensive Strategy on Assistance and Support to Victims of Sexual Exploitation and Abuse by United Nations Staff and Related Personnel;[12]

55. *Notes* the importance of communication and information activities relating to peacebuilding efforts, in particular those of the Peacebuilding Commission, the Peacebuilding Support Office of the Secretariat and the Peacebuilding Fund, and requests the Department of Public Information to cooperate with these entities in that regard, with a view to widening outreach of their important work;

Role of the Department of Public Information in strengthening dialogue among civilizations and the culture of peace as means of enhancing understanding among nations

56. *Recalls* its resolutions on dialogue among civilizations and the culture of peace, and requests the Department of Public Information, while ensuring the pertinence and relevance of subjects for promotional campaigns on this issue, to continue to provide the support necessary for the dissemination of information pertaining to dialogue among civilizations and the culture of peace, as well as the initiative on the Alliance of Civilizations, and to take due steps in fostering the culture of dialogue among civilizations, promoting the initiative on a world against violence and violent extremism in accordance with General Assembly resolution 68/127 of 18 December 2013, and promoting cultural understanding, tolerance,

[12] Resolution 62/214, annex.

respect for and freedom of religion or belief and effective enjoyment by all of all human rights and civil, political, economic, social and cultural rights, including the right to development;

57. *Invites* the United Nations system, especially the Department of Public Information, to continue to encourage and facilitate dialogue among civilizations and to formulate ways and means to promote dialogue among civilizations in the activities of the United Nations in various fields, taking into account the Programme of Action of the Global Agenda for Dialogue among Civilizations,[13] and in this regard reiterates its request to the Secretary-General to submit to the General Assembly at its seventieth session the report requested by the Assembly in its resolution 60/4 of 20 October 2005;

58. *Recalls* its resolution 64/14 of 10 November 2009, in which it acknowledged the achievements of the Alliance of Civilizations and the efforts of the High Representative of the Secretary-General for the Alliance of Civilizations, and welcomes the discussion, at the sixth Alliance of Civilizations Forum, held in Nusa Dua, Bali, Indonesia, on 29 and 30 August 2014, on strategic and practical measures that generate and sustain common values and a shared sense of responsibility among all stakeholders, and the continuing support of the Department of Public Information for the work of the Alliance of Civilizations, including its ongoing projects;

IV
News services

59. *Stresses* that the central objective of the news services implemented by the Department of Public Information is the timely delivery of accurate, objective and balanced news and information emanating from the United Nations system in all four mass media, namely, print, radio, television and the Internet, to the media and other audiences worldwide, with the overall emphasis on multilingualism from the planning stage, and reiterates its request to the Department to ensure that all breaking news stories and news alerts are accurate, impartial and free of bias;

60. *Recognizes* the important role of television and video services provided by the Department of Public Information, and notes the recent efforts in making available online broadcast-quality video that can be streamed or downloaded by smaller broadcast outlets that do not have access to satellite feeds;

Traditional means of communication

61. *Welcomes* the sustained efforts of United Nations Radio, which remains one of the most effective and far-reaching traditional media available to the Department of Public Information and an important instrument in United Nations activities, to enhance the timeliness, presentation and thematic focus of its multilingual programmes on United Nations activities and to ensure the widest possible dissemination of its programming to media outlets using the most suitable platforms and formats, pre-recorded or live, requests the Secretary-General to continue to make every effort to achieve parity in the six official languages in United Nations Radio productions, reiterates the important role of the 15-minute daily programmes created pursuant to General Assembly resolution 54/82 B of

[13] Resolution 56/6, sect. B.

6 December 1999, and requests the Department to continue the production and dissemination of the programmes, in accordance with client needs;

62. *Also welcomes* the ongoing efforts being made by the Department of Public Information to disseminate programmes directly to broadcasting stations all over the world in the six official languages, with the addition of Portuguese and Kiswahili, as well as in other languages where possible, and in this regard requests the Secretary-General to include in his upcoming report to the Committee on Information detailed information about such partnerships with broadcasting stations as well as statistics about their multiplying impacts on potential audiences;

63. *Requests* the Department of Public Information to continue to build partnerships with local, national and regional broadcasters to extend the United Nations message to all corners of the world in an accurate and impartial way, and requests the News and Media Division of the Department to continue to take full advantage of the technological infrastructure made available in recent years;

64. *Welcomes* the completion of an inventory of 67 years of United Nations audiovisual history, and, recognizing the importance of the audiovisual archives of the United Nations, stresses the urgency of digitization in order to prevent further deterioration of these unique historical archives, and encourages the Department of Public Information to prioritize the development of collaborative arrangements for the digitization of these archives while preserving their multilingual character in a cost-neutral manner and to report thereon to the Committee on Information at its thirty-eighth session;

65. *Notes* the efforts made by the Department of Public Information and other stakeholders to plan, procure, implement, test and deploy a media assets management system solution for file-based production and for the management of the United Nations multimedia digital archives, calls upon the Department to continue to explore alternative and feasible solutions for the digitization, preservation, quality assurance and technical processing of the audiovisual archive materials based on international standards and best practices, including in the context of the construction work of the capital master plan within the overall budget for the plan, and encourages the Department to seek the support of public and private institutions for its work in digitizing, storing and managing these multilingual archives and to report thereon to the Committee on Information at its thirty-eighth session;

66. *Also notes*, in this regard, the proposed strategy for the digitization of the United Nations audiovisual archive materials for long-term preservation, access and sustainable management,[14] and requests the Department of Public Information to submit for consideration by the relevant bodies both a detailed proposal for the mass digitization of the audiovisual collections, within existing resources, and plans to solicit voluntary contributions to fund the digitization and storage of the audiovisual archives;

United Nations website

67. *Reaffirms* that the United Nations website is an essential tool for the media, non-governmental organizations, educational institutions, Member States

[14] A/AC.198/2014/3, annex.

and the general public, and in this regard reiterates the continued need for strengthened efforts by the Department of Public Information to maintain and improve it;

68. *Recognizes* the efforts made by the Secretariat to implement the basic accessibility requirements for persons with disabilities to gain access to and take part in the work of the United Nations in person or online, including through the work of the Accessibility Centre at United Nations Headquarters, calls upon the Department of Public Information to continue to work towards compliance with accessibility requirements on all new and updated pages of the website, with the aim of ensuring its accessibility for persons with different kinds of disabilities, and in this regard encourages the Department of Public Information and the Department for General Assembly and Conference Management to further cooperate and identify potential synergies;

69. *Reaffirms* the need to achieve full parity among the six official languages on all United Nations websites, and urges the Secretary-General to strengthen his efforts to develop, maintain and update multilingual United Nations websites and the web page of the Secretary-General in all the official languages of the United Nations, from within existing resources and on an equitable basis;

70. *Notes with concern* that the multilingual development and enrichment of the United Nations website in certain official languages has improved at a much slower rate than expected, and in this regard urges the Department of Public Information, in coordination with content-providing offices, to advance actions taken to achieve full parity among the six official languages on the United Nations website;

71. *Recalls* paragraph 22 of its resolution 67/292, notes with concern the disparity between the English and the non-English languages on the websites maintained by the Secretariat, urges the Secretary-General to lead the efforts of all offices and departments of the Secretariat to take concrete action to address such uneven development, and in this regard calls upon all stakeholders, including the Department of Public Information, content-providing offices and departments, in particular the Office of Information and Communications Technology of the Secretariat, to continue their collaboration, within their respective mandates, so as to achieve full parity among the six official languages on all United Nations websites developed and maintained by all Secretariat entities, in full conformance with the principles of multilingualism and in compliance with the relevant resolutions addressing multilingualism and accessibility for persons with disabilities, by making every effort to translate materials currently available only in English and by providing offices and departments with technological solutions that comply with the principle of parity, from within existing resources;

72. *Reaffirms its request* to the Secretary-General to ensure, while maintaining an up-to-date and accurate website, the equitable distribution of financial and human resources within the Department of Public Information allocated to the United Nations website among all official languages, with full respect for the needs and the specificities of all six official languages;

73. *Welcomes* the cooperative arrangements undertaken by the Department of Public Information with academic institutions to increase the number of web pages available in official and non-official languages, and requests the Secretary-General,

in coordination with content-providing offices, to extend such cooperative arrangements, in a cost-effective manner, to all the official languages of the United Nations, bearing in mind the necessity of adherence to United Nations standards and guidelines;

74. *Also welcomes* the fact that live webcasts of open, formal meetings of the General Assembly and of the Security Council with interpretation services have been provided as from the sixty-eighth session of the Assembly, and requests the Secretariat to make every effort to provide full access to archived videos in all official languages of all past open formal United Nations meetings with interpretation services in strict observance of the principle of full parity of the six official languages of the United Nations;

75. *Acknowledges* the importance of the *Yearbook of the United Nations* as an authoritative reference work, welcomes the work of the Department of Public Information in expanding the content and the functions of the website of the *Yearbook*, and requests the Department to assess the readership of the *Yearbook* in order to evaluate its impact and to report thereon to the Committee on Information at its thirty-eighth session;

76. *Reaffirms* the need to enhance the technological infrastructure of the Department of Public Information on a continuous basis in order to widen the outreach of the Department and to continue to improve the United Nations website in a cost-neutral manner;

77. *Recognizes* that some official languages use non-Latin and bidirectional scripts and that technological infrastructures and supportive applications in the United Nations are based on Latin script, which leads to difficulties in processing non-Latin and bidirectional scripts, and urges the Office of Information and Communications Technology to further collaborate with the Department of Public Information to continue its efforts to ensure that technological infrastructures and supportive applications in the United Nations fully support Latin, non-Latin and bidirectional scripts in order to enhance the equality of all official languages on the United Nations website;

78. *Underlines* the importance, in the implementation of new communication tools such as social networks, of taking into account the linguistic dimension in order to ensure full parity among the official languages of the Organization;

79. *Recalls* that, in its resolution 67/292, the General Assembly requested the Secretary-General to include in his upcoming report on multilingualism a comprehensive review of the United Nations websites, presenting the status of content in non-official languages, as well as identifying innovative ideas, potential synergies and other cost-neutral measures to reinforce the broader multilingual development and enrichment of the United Nations websites, as appropriate;

80. *Notes* the uneven development of social media among the official languages of the United Nations, and requests the Secretary-General to report to the Committee on Information at its thirty-eighth session on the strategy of the Department of Public Information to ensure, by a more balanced use of all six official languages, that social media contribute to raising awareness of and support for the activities of the Organization;

V
Library services

81. *Welcomes* the efforts of the Department of Public Information to implement the recommendations of its 2011 working group on library improvement;

82. *Commends* the steps taken by the Dag Hammarskjöld Library and the other member libraries of the Steering Committee for the Modernization and Integrated Management of United Nations Libraries to align their activities, services and outputs more closely with the goals, objectives and operational priorities of the Organization, and calls upon the Dag Hammarskjöld Library to work with the other member libraries to devise a new statement of strategy for library services and to replace the former Steering Committee with the Steering Committee for Libraries of the United Nations focused on practical cooperation among the library services;

83. *Reiterates* the need to maintain a multilingual collection of books, periodicals and other materials in both hard copy and electronic formats, accessible to Member States and others, ensuring that the Dag Hammarskjöld Library continues to be a broadly accessible resource for information about the United Nations and its activities, including through a multilingual home page, from within existing resources;

84. *Welcomes* the initiatives taken by the Dag Hammarskjöld Library, in its capacity as the focal point, to expand the scope of the regional training and knowledge-sharing workshops organized for the depository libraries in developing countries to include outreach in their activities;

85. *Acknowledges* the role of the Dag Hammarskjöld Library in enhancing knowledge-sharing and networking activities to ensure access to the vast store of United Nations knowledge for delegates, permanent missions of Member States, the Secretariat, researchers and depository libraries worldwide;

86. *Notes* the efforts of the iSeek team, through the intranet, to raise awareness among staff members of new initiatives and developments in different departments of the Secretariat, and reiterates its request to the Department of Public Information to work out, as a matter of priority, a strategy for Member States to also benefit from these new developments;

VI
Outreach services

87. *Stresses* that the central objective of the outreach and knowledge services implemented by the Department of Public Information is to promote awareness of the role and work of the United Nations by fostering dialogue with global constituencies, such as academia, civil society, educators, students and youth, with the overall emphasis on multilingualism from the planning stage, in close collaboration with the substantive departments, specialized agencies, funds and programmes of the United Nations;

88. *Notes with serious concern* that many outreach and knowledge services are not yet available in all official languages, and in this regard urges the Department of Public Information, as a matter of priority, to mainstream multilingualism into all outreach and knowledge services, bearing in mind the importance of making use of all the official languages of the United Nations and

ensuring their full and equitable treatment in all the activities of the Department, with the aim of eliminating the disparity between the use of English and the use of the five other official languages;

89. *Encourages* the United Nations Academic Impact to take effective steps to facilitate exchanges between the United Nations and institutions of higher education in all regions to support the common principles and goals of the United Nations, while recognizing the role of the United Nations Educational, Scientific and Cultural Organization and its constitution;

90. *Notes* the continued growth of the United Nations Academic Impact, calls upon the Department of Public Information to promote global awareness of the Academic Impact in order to encourage balanced participation among Member States and their continued support for the initiative, within existing resources, and encourages Member States to promote, as appropriate, the initiative among their academic institutions with a view to their joining it, in accordance with General Assembly resolutions 69/96 A and B;

91. *Welcomes* the educational outreach activities of the Department of Public Information, through the Global Teaching and Learning Project, and requests the Department to continue to reach educators and young people worldwide through a range of multilingual multimedia platforms;

92. *Notes* the importance of the continued implementation by the Department of Public Information of the ongoing Reham Al-Farra Memorial Journalists' Fellowship Programme for broadcasters and journalists from developing countries and countries with economies in transition, as mandated by the General Assembly, and requests the Department to consider how best to maximize the benefits derived from the Programme by extending, inter alia, its duration and the number of its participants;

93. *Encourages* the Department of Public Information to make the *UN Chronicle* available in paperless editions only, with a view to expanding the service to all six official languages within existing resources, and requests the Department to report to the Committee on Information at its thirty-eighth session on progress in this matter;

94. *Welcomes* the movement towards educational outreach and the orientation of the *UN Chronicle*, and to this end encourages the *UN Chronicle* to continue to develop partnerships and collaborative educational activities and events with civil society organizations and institutions of higher learning;

95. *Requests* the Secretary-General to continue his efforts to ensure that, in view of their income-generating nature, guided tours at United Nations Headquarters are consistently available in all six official languages of the United Nations;

96. *Welcomes* the initiative of the Secretary-General to also offer guided tours at United Nations Headquarters in non-official languages;

97. *Notes* the ongoing efforts of the Department of Public Information to strengthen its role as a focal point for two-way interaction with civil society relating to the priorities and concerns of the Organization identified by Member States, and also notes in this regard the increasing involvement of civil society in United Nations activities, including the outreach activities directed at youth representatives and young journalists;

98. *Recalls* its resolution 41/68 D of 3 December 1986, commends the World Federation of United Nations Associations and its more than 100 national United Nations associations for the valuable contributions that they have made during the past 68 years through their global activities in the mobilization of popular support for the United Nations, and calls for continued collaboration between the World Federation and the Department of Public Information in support of their complementary objectives;

99. *Commends*, in a spirit of cooperation, the United Nations Correspondents Association for its ongoing activities and for its Dag Hammarskjöld Memorial Scholarship Fund, which sponsors journalists from developing countries to come to United Nations Headquarters and report on the activities during the sessions of the General Assembly, and further encourages the international community to continue its financial support for the Fund;

100. *Expresses its appreciation* for the efforts and contribution of United Nations Messengers of Peace, Goodwill Ambassadors and other advocates to promote the work of the United Nations and to enhance international public awareness of its priorities and concerns, and calls upon the Department of Public Information to continue to involve them in its global communications and media strategies and outreach activities;

VII
Final remarks

101. *Requests* the Secretary-General to report to the Committee on Information at its thirty-eighth session and to the General Assembly at its seventieth session on the activities of the Department of Public Information and on the implementation of all recommendations and requests contained in the present resolution;

102. *Also requests* the Secretary-General to make every effort to ensure that the level of services provided by the Department of Public Information is maintained throughout the period of the implementation of the capital master plan;

103. *Notes* the initiative taken by the Department of Public Information, in cooperation with the Department of Safety and Security and the Protocol and Liaison Service of the Secretariat, during the annual general debate of the General Assembly, to issue special identification stickers to press officers of Member States to enable them to escort media covering the visits of high-level officials to restricted areas, and strongly urges the Secretary-General to continue to improve this practice by acceding to the request by Member States to provide the needed number of additional passes to press officers of Member States to allow their access to all areas that are deemed restricted, in order to effectively and comprehensively report on high-level meetings that include officials of delegations of Member States;

104. *Requests* the Committee on Information to report to the General Assembly at its seventy-first session;

105. *Decides* to include in the provisional agenda of its seventy-first session the item entitled "Questions relating to information".